



## **Texas Department of Insurance**

### **Division of Workers' Compensation**

Medical Fee Dispute Resolution, MS-48

7551 Metro Center Drive, Suite 100 • Austin, Texas 78744-1645

512-804-4000 telephone • 512-804-4811 fax • [www.tdi.texas.gov](http://www.tdi.texas.gov)

## **MEDICAL FEE DISPUTE RESOLUTION FINDINGS AND DECISION**

### **GENERAL INFORMATION**

#### **Requestor Name and Address**

HOUSTON PAIN INJURY CLINIC  
8876 GULF FREEWAY SUITE 101  
HOUSTON, TX 77017

DWC Claim #:  
Injured Employee:  
Date of Injury:  
Employer Name:  
Insurance Carrier #:

#### **Respondent Name**

ZURICH AMERICAN INSURANCE CO

#### **Carrier's Austin Representative Box**

Box Number 19

#### **MFDR Tracking Number**

M4-11-2730-01

#### **MFDR Date Received**

April 04, 2011

### **REQUESTOR'S POSITION SUMMARY**

**Requestor's Position Summary:** "Houston Pain and Injury Clinic has written Authorization and Extension of Authorization letters from Zurich for Non Network service of Chronic Pain Management Program, on the below mentioned patient. Zurich and adjuster Randy Hansen are now refusing payment."

**Amount in Dispute:** \$12,250.00

### **RESPONDENT'S POSITION SUMMARY**

**Respondent's Position Summary:** "The carrier disputes the requestor is entitled to any reimbursement for the services rendered."

**Response Submitted by:** Zurich c/o Flahive, Ogden & latson, P.O. BOX 13367, Austin, TX 78711

### **SUMMARY OF FINDINGS**

Dates of Service	Disputed Services	Amount In Dispute	Amount Due
September 03, 2010 through November 19, 2010	90801, 97799 and 99080	\$12,250.00	\$ 0.00

### **FINDINGS AND DECISION**

This medical fee dispute is decided pursuant to Texas Labor Code §413.031 and all applicable, adopted rules of the Texas Department of Insurance, Division of Workers' Compensation.

#### **Background**

1. 28 Texas Administrative Code §133.305 sets forth general provisions regarding dispute of medical bills.
2. 28 Texas Administrative Code §133.307 sets out the procedures for resolving medical fee disputes.
3. 28 Texas Administrative Code §141.1 sets out the procedures for requesting and setting a Benefit Review Conference.
4. This request for medical fee dispute resolution was received by the Division on April 04, 2011.
5. The services in dispute were reduced/denied by the respondent with the following reason codes:

Explanation of benefits dated October 19, 2010

- 165 – Payment denied/ reduced for absence of, or exceeded referral
- 853 – Payment denied/lacking referral

Explanation of benefits dated October 27, 2010

- 165 – Payment denied/ reduced for absence of, or exceeded referral
- 853 – Payment denied/lacking referral

Explanation of benefits dated December 10, 2010

- 246 – This charge was disallowed for incomplete information. Upon receipt of a provider license number, we will reconsider the charge
- 851 – Payment disallowed. Entitlement to benefits not finally adjudicated
- W11 – Entitlement to benefits. Not finally adjudicated

Explanation of benefits dated December 21, 2010

- 246 – This charge was disallowed for incomplete information. Upon receipt of a provider license number, we will reconsider the charge
- 851 – Payment disallowed. Entitlement to benefits not finally adjudicated
- W11 – Entitlement to benefits. Not finally adjudicated

Explanation of benefits dated February 16, 2011

- 165 – Payment denied/ reduced for absence of, or exceeded referral
- 853 – Payment denied/lacking referral

## **Issues**

1. Was the request for medical fee dispute resolution filed in accordance with 28 Texas Administrative Code §133.305 and §133.307?
2. Are the disputed services eligible for medical fee dispute resolution under 28 Texas Administrative Code §133.307?

## **Findings**

1. 28 Texas Administrative Code §133.305(a)(4) defines a medical fee dispute as a dispute that involves an amount of payment for non-network health care rendered to an injured employee (employee) that has been determined to be medically necessary and appropriate for treatment of that employee's compensable injury. 28 Texas Administrative Code §133.305(b) requires that "If a dispute regarding compensability, extent of injury, liability, or medical necessity exists for the same service for which there is a medical fee dispute, the disputes regarding compensability, extent of injury, liability or medical necessity shall be resolved prior to the submission of a medical fee dispute for the same services in accordance with Labor Code §413.031 and 408.021." 28 Texas Administrative Code §133.307(e)(3)(H) requires that if the carrier has raised a dispute pertaining to compensability, extent of injury, or liability for the claim, the Division shall notify the parties of the review requirements pursuant to §124.2 of this title, and will dismiss the request until those disputes have been resolved by a final decision, inclusive of all appeals. The appropriate dispute process for unresolved issues of compensability, extent and/or liability requires filing for a Benefit Review Conference pursuant to 28 Texas Administrative Code §141.1 prior to requesting medical fee dispute resolution. Review of the submitted documentation finds that there are unresolved issues of compensability, extent and/or liability for the same service(s) for which there is a medical fee dispute. No documentation was submitted to support that the issue(s) of compensability, extent and/or liability have been resolved prior to the filing of the request for medical fee dispute resolution.
2. The requestor has failed to support that the disputed services are eligible for medical fee dispute resolution pursuant to 28 Texas Administrative Code §133.307.

## **Conclusion**

For the reasons stated above, the requestor has failed to establish that the respondent's denial of payment reasons concerning liability for the injured employee's workers' compensation claim, compensability of that claim, and/or extent-of-injury issues with that claim have been resolved through the required dispute resolution process as set forth in Texas Labor Code Chapter 410 prior to the submission of a medical fee dispute request for the same services. Therefore, medical fee dispute resolution staff has no authority to consider and/or order any payment in this medical fee dispute. As a result, no amount is ordered.

## ORDER

Based upon the documentation submitted by the parties and in accordance with the provisions of Texas Labor Code §413.031, the Division has determined that the requestor is entitled to \$0.00 reimbursement for the services in dispute.

### Authorized Signature

_____	_____	12/6/12
Signature	Medical Fee Dispute Resolution Officer	Date

### ***YOUR RIGHT TO APPEAL***

Either party to this medical fee dispute may appeal this decision by requesting a contested case hearing. A completed **Request for a Medical Contested Case Hearing** (form **DWC045A**) must be received by the DWC Chief Clerk of Proceedings within **twenty** days of your receipt of this decision. A request for hearing should be sent to: Chief Clerk of Proceedings, Texas Department of Insurance, Division of Workers Compensation, P.O. Box 17787, Austin, Texas, 78744. The party seeking review of the MDR decision shall deliver a copy of the request for a hearing to all other parties involved in the dispute at the same time the request is filed with the Division. **Please include a copy of the *Medical Fee Dispute Resolution Findings and Decision* together with any other required information specified in 28 Texas Administrative Code §148.3(c), including a **certificate of service demonstrating that the request has been sent to the other party.****

**Si prefiere hablar con una persona en español acerca de ésta correspondencia, favor de llamar a 512-804-4812.**